

Department of Social Services Division of Licensing Programs STANDARD OPERATING PROCEDURE	TITLE: ISSUANCE OF STANDARD OPERATING PROCEDURES	PROCEDURE NUMBER SOP-001
		EFFECTIVE DATE: May 20, 2005
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001-1.0 PURPOSE

To establish a standardized system for effective communication of policy, procedures, and responsibilities within the Division of Licensing Programs in order to provide a consistent, logical framework for actions of staff in the central and licensing offices.

001-2.0 SCOPE

This standard operating procedure applies to the development and maintenance of standard operating procedures within the Division.

001-3.0 DEFINITIONS

Standard Operating Procedure – A written document that outlines specific steps and methods used for implementing the work of the Division of Licensing Programs.

001-4.0 PROCEDURES

001-4.1 Standard Operating Procedure Format:

1. Each standard operating procedure shall be prepared and revised as needed in the format set forth in Attachment A.
2. Each revision or change to a standard operating procedure shall be effective upon issuance or as stated therein.
3. The division director shall assign a number for each standard operating procedure.

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001-4.2 Developing a Standard Operating Procedure:

A standard operating procedure shall be developed at the direction of and be approved by the director of the Division.

001-4.3 Review of Standard Operating Procedures:

Each standard operating procedure shall be reviewed a minimum of every two years and revised as needed.

001-4.4 Access and Maintenance:

1. Each standard operating procedure, along with the current table of contents for all of the Division's standard operating procedures, shall be posted on the VDSS intranet site (<http://www.localagency.dss.state.va.us>), and referred to as the DOLP Standard Operating Procedures Manual.
 - a. The procedure specialist for the Division shall post on the VDSS intranet site new and revised versions of standard operating procedures as they are completed.
 - b. The procedure specialist shall notify division staff when there are new postings or changes to the division's standard operating procedures, including changes to the table of contents.
2. Each manager or administrator shall communicate to each person in the unit/office the location of the DOLP Standard Operating Procedures Manual on the VDSS intranet site.
3. Employees may print out paper copies, if desired, from the intranet site. Each division employee is responsible for knowing the content and complying with all standard operating procedures that apply to his or her position.
4. Each licensing administrator shall maintain an up-to-date, printed copy of the DOLP Standard Operating Procedures Manual in a central location within the licensing office, so that it may be accessed at any time by the staff.

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001-5.0 AUTHORITY

22 VAC 40-80-30

001-6.0 RESPONSIBILITY

This standard operating procedure applies to every employee in the Division of Licensing Programs. The division director – along with all managers and administrators – shall ensure compliance by division employees with all aspects of this standard operating procedure.

001-7.0 INTERPRETATION

The director of the Division of Licensing Programs shall be responsible for interpreting or granting any exceptions to this standard operating procedure.

001-8.0 SUPERSEDES: SOP-001, effective January 15, 2003

001-9.0 EFFECTIVE DATE: May 20, 2005

001-10.0 REVIEW DATE: Two years from the effective date.

Reviewed and Approved by:

Carolynne H. Stevens, Director
Division of Licensing Programs

Date: May 12, 2005

Attachment A

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___-1.0 **PURPOSE** (a brief comment about the purpose of the standard operating procedure)

___-2.0 **SCOPE** (a statement explaining to whom or what the standard operating procedure applies)

___-3.0 **DEFINITIONS** (a list of technical terms and jargon used in the document)

___-4.0 **PROCEDURES** (the steps to take to carry out the intent of a standard operating procedure)

___-5.0 **AUTHORITY** (citations of the Code of Virginia, Standards, or applicable outside authority)

___-6.0 **RESPONSIBILITY** (a clarification of who will be implementing the standard operating procedure)

___-7.0 **INTERPRETATION** (generally, the same for each standard operating procedure)

“The director of the Division of Licensing Programs shall be responsible for interpreting or granting any exceptions to this standard operating procedure.”

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____-8.0 **SUPERSEDES:** (“First Issue” or date of last revision)

____-9.0 **EFFECTIVE DATE:** (may or may not be the same as the approval date when signed by the division director)

____-10.0 **REVIEW DATE:** (same for each issuance: “Two years from the effective date.”)

Reviewed and Approved by:

_____, Director
Division of Licensing Programs

Date: